P-CARD USER MANUAL	. 1
P-CARD LOST, STOLEN, OR REPLACED	. 1

P-CARD USER MANUAL

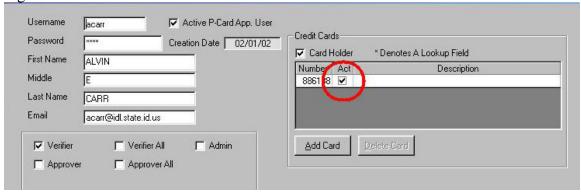
P-CARD LOST, STOLEN, OR REPLACED

Whenever a P-card is lost, stolen, or replaced by MasterCard, notify the State Controller's Office (SCO) immediately.

If the P-Card administrator needs to "inactivate" a card because it is lost or stolen, leave the card in the P-Card application until all the transactions are received from Wells Fargo. Do not delete the card number.

Open the P-Card application, select the user/cardholder, and uncheck the **Act** check box indicating the card is inactive. If you delete the card, you will loose your history for the card as you delete the record.

Figure 1 - Inactivate a card



If a card is a replaced by Master Card, send the new card number to SCO immediately. MasterCard often transfers purchase transactions from an old card number to a new card number before the new card is received by your agency. This can result in transactions being charged to the new card number before that number is added to the P-Card application, which in turn can result in "missing" transactions and difficulty in reconciling your statements.

You can notify SCO at <u>dsahelpline@sco.idaho.gov</u> or 208-332-8827.